Remedy Year 2000 Compliance Document

The intention of this document is to help answer the most commonly asked questions about the Year 2000 compliance of Remedy products. This document contains a list of Frequently Asked Questions (FAQ) about Year 2000 issues. For a copy of the most current product compatibility matrix and periodic updates to Remedy's Year 2000 policy, visit Remedy's web site at http://www.remedy.com.

Year 2000 FAQ

❑ **What Remedy products are Year 2000 compliant?**

- Remedy Action Request System® (Version 3.0 or newer, including localized versions. For some versions, patches may be required. Further details are available at http://supportweb.remedy.com/supportweb/What'sHot/whatshot.htm#ARSystem4 for supported customers. Support ID and password required.)
  - Multi-Processing Server Option™
  - Distributed Server Option™
  - Full Text Search Option™
- ARWeb® (Version 2.0 or newer)
- Flashboards® (Version 2.0 or newer)
- Remedy Help Desk™ (Version 2.0 or newer)
- Remedy Help Desk Express™
- Remedy Service Level Agreements™
- Remedy Change Management™
- Remedy Asset Management™
  Remedy Customer Support™
  Remedy Quality Management™
  Remedy Leads Management™
- Any other application and solution built on the AR System™ foundation 3.0 or newer.

❑ **Will there be backward compatibility problems?**

There are no backward compatibility problems starting with AR System (Version 3.0 or newer), ARWeb (Version 2.0 or newer) and Flashboards (Version 2.0 or newer).

❑ **What are Remedy's ongoing Year 2000 compliance activities?**

Every new Remedy product release undergoes rigorous test plans as defined in The Remedy Year 2000 Compliance Verification. Remedy's Quality Assurance Team has added these Year 2000 test plans to every product now in development. The test plans include appropriate testing procedures and information from previous Year 2000 checklists.

❑ **What are the dependencies associated with these products' compliance?**

All date information, such as creation dates, modification dates, and time/date stamps, is provided by the operating system. Customers need to confirm that the operating system in use is fully certified for Year 2000 compliance.

There are known Year 2000 issues with some versions of SunOS and Solaris. For more information about Sun's Year 2000 product compliance visit Sun's web site at http://www.sun.com/y2000/cpl.html.

Remedy Year 2000 Compliance (Continued)

❑ **Are there restrictions associated with workflow or other components?**

No.

❑ **Will the products correctly recognize Year 2000 as a leap year in comparisons, calculations, and similar routines and recognize 2001 as a normal year?**

Yes for Action Request System 4.0.1. A patch is available for leap year calculations for versions 3.2.1 and 3.0.1.

❑ **Will the products correctly handle any operation associated with the day, date, and time for the years 1999, 2000 and 2001?**

Yes.

❑ **Do the products correctly handle data with the dates before 1/1/2000, on 1/1/2000, and after 1/1/2000 with the system clock set to today's date?**

Yes.

❑ **Do the products correctly handle date comparison where one date is not greater than 12/31/99 and the other date is not less than 1/1/2000?**

Yes.

❑ **Do the products treat all days in 1999 appropriately, with no special meaning?**

Yes.

❑ **Do the products require date field manipulation for the values 00, 99, or any other?**

No.

❑ **Do the products correctly deal with multiple century calculations?**

The only multiple century instances the products deal with are the 20th and 21st centuries. The software guards against bad dates by restricting values to be after 1/1/1970 and before 12/31/2036 (NT) or 1/1/2038 (UNIX). The exact end date may vary, but this allows 4/3/11 to be correctly interpreted to 4/3/2011.

❑ **If the products are powered off in the year 1999 and powered on in the year 2000, will they indicate the correct day, date, and time?**

Yes.

Remedy Year 2000 Compliance (Continued)

❑ **If the products are powered off sometime after 1/1/2000 and powered back on, will they indicate the correct day, date, and time?**

> Yes.

❑ **Do the products create or store data in files or log files, or do they generate reports that do not preserve century information in date fields?**

> No.

❑ **Do the products code all years in a manner that preserves century, decade, and year information?**

> Yes.

❑ **Are there restrictions in the date formats supported by the products?**

> Remedy software currently supports any date value set by the operating system, with the exception of Julian and 'year with day offset within the year' dates.

❑ **Are there any "time bombs" associated with these products or their licenses?**

> No.

❑ **Do the products require that a special method be invoked to achieve Year 2000 compliance? If not, why?**

> No. Remedy products do not store date values in a special format. Therefore, no special method, such as a sliding window, field expansion, or field encoding, is required to achieve Year 2000 compliance.

❑ **Do the products use a 32-bit incrementing signed value for date and time?**

> Yes.

❑ **Does your year 2000 project address the Year 2000 activities of your suppliers, service providers, or other business relationships?**

> Yes, specifically for vendors of computer operating systems.

❑ **Has your organization completed Year 2000 activities for both systems testing and implementation?**

> Yes.

❑ **What are the Year 2000 implications for AR System from the underlying database?**

> None. AR System doesn't use any date data types or date functions from the underlying database. All date storage and manipulation is handled by the Action Request System.

Remedy CRM Products' Year 2000 Compliance

❑ **Is the Data Junction tool supplied with the Remedy Customer Relationship Management server Y2K compliant?**

Yes, Data Junction Release 6.5 which is bundled with the CRM server is Y2K compliant. Data Junction has issued a Year 2000 compliance statement which applies to all Data Junction versions after 6.0 Refer to the Data Junction web site (http://www.datajunction.com/Y2K.html) for more specific information.

❑ **Are there any Remedy Customer Relationship Management product areas not fully Y2K compliant?**

The "freeform" date in the base_Action schema should only be used with four digit year dates (eg, Jan 1, 2000 is acceptable, Jan 1, 00 is not). There is no intention to provide a patch for this. Additionally the "freeform" date converts non-leap-year Feb 29 date entries to March 1. This is as designed and there is no intention to provide a patch.

❑ **What about International date support?**

No 3.0 based release (3.0, 3.0.3, 3.2, and 3.3) products were internationalized nor is there any intention to provide a patch for these products to support international dates.

Release 4.0 Remedy Quality Management™, Remedy Customer Support™, and Remedy Leads Management™.

❑ **Are there any areas of the 4.0 Remedy Customer Relationship Management products that are not fully Y2K compliant?**

The "freeform" date in base_Action form does not correctly catch all invalid dates expressed in the form m/d/y (such as 1/0/1 [January 0, 2001]). This is expected to be corrected in the 4.0.1 release in later in 1999. Visit the Remedy Support web site for any additional information. Additionally the "freeform" date in base_Action form converts non-leap-year Feb 29 date entries to March 1. This is as designed and there is no intention to provide a patch.

❑ **What about International date support?**

4.0 based Remedy Customer Relationship Management products will not be internationalized at release, international format dates for base_Action are scheduled for availability later this year.